

# resident handbook

2021/22



# contents

## ABOUT iQ

A bit about us .....	06
Our iQ team .....	08
Safe, welcoming homes .....	10

## MY iQ LIFE

The iQ app .....	14
Feeling good from day one .....	15
Social iQ and charity partners .....	16
Think Green .....	26

## YOUR STAY

Before you arrive .....	30
Settling in .....	32
You and your iQ home .....	38
Security .....	44
Health and safety .....	46
Housekeeping .....	52
Ways to keep in touch .....	54
Complaints handling and regulatory bodies .....	56
Rent due dates .....	58
Rebooking with iQ .....	60
Moving out .....	60
Your data protection and non-discrimination statement .....	62



# about iQ

---

A bit about us .....	06
Our iQ team .....	08
Safe, welcoming homes .....	10

# a bit about us

Welcome to iQ. Living with us is about more than just having a comfortable and safe home away from home. It's about having a great environment to live, work and play – so that you can make the most of your time at university. It's about joining a community of more than 28,000 students who choose to live with us each year. It's our vision to give you your best year yet, and we can't wait to welcome you to your new iQ home.

**27**

cities

**68**

properties

**28,000+**

students

**120**

nations

# our iQ team

## At the heart of the experience with iQ are our people.

Our site teams go above and beyond to deliver a great experience for our residents. Feeling safe at home is vitally important, which is why we have staff and security on site around the clock.

We thought you'd like to see what a few members of our team have to say about what it's like to work at iQ and how proud they are to make iQ a place that students call home.

“

I feel privileged to work for our iQ residents. They're just embarking on a new journey – whether they are 18 or a mature student they are ready for something new and it's a refreshing vibe to be around each day... It's lovely to be a part of the entire university journey from start to finish, from the uni fresher to someone ready to enter a whole new world of work and start a new chapter.

**Kathryn Wood** | Operations Manager

“

I love how different everyone is, our residents come from different backgrounds bringing with them a unique culture and a personality. What's not to love?

**Lauren Hazlehurst** | Operations Manager

# safe, welcoming homes

Feeling secure in how we live with others has never been more important. We have taken a number of steps to protect residents and staff – creating an environment where you can feel confident, relaxed and safe.

## **Clean, hygienic spaces**

Every property has a dedicated housekeeping and maintenance team who keep our buildings clean and hygienic. Enhanced cleaning and sanitisation protocols are in place, with increased disinfection of high-traffic areas, sanitiser stations.

## **Safety first practices**

Our expert teams provide high standards of service, prioritising residents' safety and wellbeing. 'Minimal contact' post management processes are also in place to manage deliveries safely.

## **Prioritising personal space**

Where possible, social spaces will have been reconfigured to allow you more space from others. Enhanced cleaning, and the installation of wipe dispensers and sanitiser stations, will ensure you can use these areas safely.

## **Help when you need it**

We know that university can be a daunting time, especially if you are away from home for the first time. Staff are on site around the clock, so there is always someone on hand to help, and we also have Mental Health First Aid-trained staff at many properties. Our partnership with SHOUT means that all residents have access to a 24-hour listening service. Advice on how to cope with feeling lonely is also available from our partner Relate.

## **Staying connected**

We've launched a virtual events programme to keep residents engaged – from HIIT, yoga and boxing classes, to music evenings, cooking nights and productivity workshops. Our virtual iQ BookClub and SupperClubs also keep residents connected.

# my iQ life

---

The iQ app .....	14
Feeling good from day one .....	15
Embrace, explore, do .....	16
Need to talk? .....	19
Your Health .....	20
Useful Contacts .....	23
Social iQ .....	24
Think Green .....	26

# the iQ app

We want living with us to be as hassle-free as possible. The iQ app makes it easier than ever to manage your stay and keep in touch with us. You may have already used the app to check in, but did you know it offers a range of other services that may be useful during your stay?

## You can...

- Receive notifications of parcels waiting for you
- Check availability of machines in the launderette
- Lodge maintenance requests and ask questions
- Read all the latest information about life at iQ
- Check the balance of your rent account and make payments
- Arrange room cleaning

# feeling good from day one

We want you to feel at home when you live with iQ. That means creating an environment that helps build a sense of community and offers the opportunity to form meaningful relationships – the foundations for a happy, safe and connected life. Wellbeing lies at the heart of the experience we offer, and at the heart of our purpose.

Going to university can be both an exciting and a daunting time. Living away from home for the first time, managing your time, money and workloads and making friends from scratch in a new setting takes courage, skills and effort – we've been there! How we approach these challenges has a huge impact on our university experience, the opportunities we take and the choices we make. Most people have a great time, but for some making friends is not easy, and university life can be a struggle, so we set about making it a little easier...

# EMBRACE EXPLORE DO

We wanted to understand why some students experience loneliness more than others, so we launched **Embrace. Explore. Do.**, with insights we gained through our partnership with Relate, the leading relationship charity. There's plenty residents can embrace, many activities to explore and lots of things you can do which will benefit you and others – it's all about the wellbeing of our iQ community. The campaign encourages you to take a chance on new relationships, be open to trying new things, and find friendship in surprising places.

Starting uni is one of the most exciting times of your life but it's totally normal to feel nervous about meeting new people, so we asked Relate councillor, Sam, for some tips. Here are just a few to get you started.

## Think of some conversation starters

Preparing some opening sentences and practicing them will help you approach people confidently and open up dialogue. Try something like, 'So, who have you met so far on this floor?' or 'Hey, how's it going? I'm making a cup of tea. Do you fancy one?'

## Use positive body language

It helps to say the right things, but body language can also reveal a lot about your feelings and emotions and will help you to connect with other students. So, smile, make eye contact and relax.

## Take an interest

Listen to what the person is saying rather than focusing too much on what you want to say next. Be inquisitive and ask them questions. People like it when you take an interest in them.

## Don't put too much pressure on yourself

Remember that friendships take time to develop. If you don't connect with somebody, understand that's OK and move on.

# need to talk?



During your time at university, there may be moments when you need someone to talk to – and when you feel like talking is too hard. We are partners with Shout, a free, confidential, 24/7 mental health support text line.

Anyone struggling with issues such as stress, anxiety, loneliness, depression, relationships, substance use, or bullying can **text "SHOUT" to 85258** to have a conversation with one of their trained volunteers. To use their service from anywhere at any time, all you need is a mobile phone and service from one of the major UK networks.

**shout**  
**85258**  
here for you 24/7

# your health

The most important thing is that you are happy and healthy.

To make things easier, make sure you register with your university's health centre when you arrive.

If you are feeling unwell, you can make an appointment with the doctor or nurse at your university's health centre.

The emergency services should only be called when it is life threatening.

## SOCIALISING



You are part of a whole new diverse community. Enjoy yourself, but make sure you relax and take it easy too. Take time out to enjoy iQ's social spaces or the many online events we've got planned for the year ahead.

## SLEEP



Too much or too little sleep can run you down and prevent you from performing at your best. Try to get a full eight hours of sleep for at least a few nights a week.

## EXERCISE



It can be easy to eat, sleep, study, repeat at university, but it's really important to ensure that you get regular exercise. Try going to the gym for a workout or joining a university sports club to make it social. It doesn't have to be intense - even walking to lectures instead of taking public transport can make a big difference.



## STUDIES

Making the most of your studies and the opportunities at university is why you're here. We've got plenty of tips on how to get organised and into a routine online. Remember you have access to more support through your university too.

## NUTRITION

A healthy diet can have a really positive impact on your energy levels. As tempting as it may be to eat lots of take-out, a healthy, balanced diet is essential. Get your five a day of fruit and vegetables and make sure you're eating proper meals.

We've got lots of recipes for you to enjoy [here](#).



## ALCOHOL

Drinking can sometimes be a part of university life, but it doesn't have to be. If you choose to drink, please you drink responsibly and stay safe. Remember that not everyone drinks alcohol, so please respect those who don't.



## USEFUL CONTACTS

### NHS

W: [nhs.uk](https://www.nhs.uk)

T: 111

### SHOUT

W: [giveusashout.org](https://giveusashout.org)

T: Text "SHOUT" to 85258

### SAMARITANS

W: [samaritans.org](https://www.samaritans.org)

T: 116 123

### VICTIM SUPPORT

W: [victimsupport.org.uk](https://www.victimsupport.org.uk)

T: 0808 1689 111

### SEXUAL HEALTH

W: [nhs.uk/live-well/sexual-health](https://www.nhs.uk/live-well/sexual-health)

### BRITISH PREGNANCY ADVISORY SERVICE

W: [bpas.org](https://www.bpas.org)

T: 03457 304 030

### ALCOHOLICS ANONYMOUS

W: [alcoholics-anonymous.org.uk](https://www.alcoholics-anonymous.org.uk)

T: 0800 9177 650

# social iQ

We want you to love spending time at our properties and for it to be as easy as possible for you to settle into your new community. Part of that is about having places to hang out with new friends and attend events that bring you and other residents together.

There is also plenty to get involved in online. Whether it's joining one of the iQ Clubs on Facebook or streaming a live DJ set from our Instagram, there will always be something to keep you entertained and connected. Just check your site's Facebook events calendar to see what's on.



Weibo



WeChat

# iQ THINK GREEN

We are committed to making our sites as environmentally friendly as possible – it's something we know our residents care about. From welcome week to move-out, we want to ensure everyone who lives and works in our buildings is empowered to make sustainable decisions.

Not only are we on a mission to minimise our environmental impact, but we want to make sure we are continually improving too. We've taken a number of steps to help us do this – from reducing energy use and improving the efficiency of our buildings, to reducing waste going to landfill, to working with local suppliers to minimise transport emissions and using environmentally friendly cleaning products.

**There are lots of opportunities for you to Think Green during your stay with us.**



## SWITCH OFF LIGHTS

If every iQ resident turned off one light for one hour it would save enough energy to charge a phone 1,640 times.



## TURN OFF ELECTRICS

One PC monitor left on overnight can waste enough energy to print over 500 pages on a laser printer.



## USE LESS WATER

Making your daily shower just one minute shorter saves 4,000 pints of water a year.

## HEAT SMARTER

Turn the heating down, keep radiators clear and make sure your windows are closed so the heat doesn't escape.



## SHOP CONSCIOUS

Remember to take a shopping bag, consider the amount of packaging on your items and don't go for the 2-for-1 deal if the second one will probably go off before you eat it.



## RECYCLE, RECYCLE

Use our onsite recycling facilities and think of giving suitable items to charity or selling them.

# your stay

---

Before you arrive .....	30
Settling in .....	32
You and your iQ home .....	38
Security .....	44
Health and safety .....	46
Housekeeping .....	52
Ways to keep in touch .....	54
Complaints handling and regulatory bodies .....	56
Rent due dates .....	58
Rebooking with iQ .....	60
Moving out .....	60
Your data protection and non-discrimination statement .....	62

# before you arrive

## Pack light

As tempting as it may be, we recommend not bringing too much with you. You will be able to get a lot of what you may need locally, and it will save you having to carry loads of heavy bags up the stairs to your room – our lifts get very busy at move-in.

Our **checklist** suggests some of the things you might want to bring.

## Check your insurance

iQ provides residents with basic contents insurance through Cover4Students. The policy can be viewed **here**. It's important to note that bikes are NOT covered under the policy, so if you bring your bike to iQ you'll need to arrange separate cover.

Remember that your contents may also be covered under your home insurance policy so double-check before paying for any additional cover.

## Plan your journey

We recommend you plan your journey in advance of travelling to your iQ home, and always allow plenty of time to travel. It's best to check transport websites the day before, and on the morning of your journey, to monitor any possible disruptions.

Limited car parking is only available at certain iQ locations – please check your site's iQ web pages for further information. Local car parks can be found at **en.parkopedia.com**. Alternatively, contact your local iQ team who will be happy to advise.

## Let us know your arrival time

Give us a heads up when you're planning to arrive so we can be ready to welcome you to your new home. We'll ask you to choose an arrival slot when you complete your pre-check-in on the iQ app. Don't worry if you're a few minutes late, or early, but if you need to change the time by more than one hour, please update your arrival slot via the app. This can be done anytime before your arrival.

## Check in on the iQ app

You will need to complete our check-in process using the iQ app, so please download this from the App Store or Google Play if you haven't yet done so. When you have completed the check-in process, you will receive your Fastpass. Just have your Fastpass ready to show staff on arrival, and you'll receive your keys and be in your room in no time.

# settling in



## INTERNET

WiFi, including unlimited uploads and downloads, is accessible throughout the building at no extra charge. Most of our sites deliver WiFi at a maximum speed of 100Mb/s.

You can register up to six devices on the WiFi system. If you need help connecting, you will find the instructions on the iQ app.

## HEATING

Your room has a booster switch so you can increase your heating if needed. You will find useful videos with instructions on how to use the heating on the iQ app.

If you notice anything wrong with your heater, contact the team at Reception as soon as possible. Please don't obstruct your heater or use it to dry clothes – it may cause a fire.

We do not allow convector or fan heaters at our properties. If you are feeling cold, please contact our site team and they will assess the heating within your room.

## INDUCTION HOBS

Most iQ sites have induction hobs so you will need to make sure you use saucepans which are compatible with these. Induction hobs may take some time to warm up, and many operate a timer to avoid cooking being left abandoned, so be sure to keep an eye on your cooking at all times.

**Never leave your cooking unattended as this is a serious fire risk.**



## TV

Where TVs are provided by iQ in common areas, they already have a licence. But if there is one installed in your room, you will need to buy a TV Licence yourself. This is also true if there is a TV in your shared kitchen, in which case you and your flatmates will need to arrange this.

You require a TV Licence if:

You watch or record programmes as they're being shown on TV, on any channel

You watch or stream programmes live on an online TV service (such as ITV Hub, All 4, YouTube, Amazon Prime Video, Now TV, Sky Go, etc.)

You download or watch any BBC programmes on BBC iPlayer.

This applies to any device you use, including a TV, desktop computer, laptop, mobile phone, tablet, games console, digital box or DVD/VHS recorder.

If you're planning to use a phone, tablet or a laptop to watch TV, are a UK citizen and your parents have a licence at home, you're covered.

You can buy a TV Licence at the Post Office or online at **[tvlicensing.co.uk](https://www.tvlicensing.co.uk)**.



## BIKE STORE

We encourage the use of bikes and provide secure bike storage is available at most iQ locations. We recommend that all residents register their bike with the local police and use a strong lock as we cannot be held liable for any loss or theft. Please remember that bikes are not covered by your resident's contents insurance and you'll need to arrange separate cover.

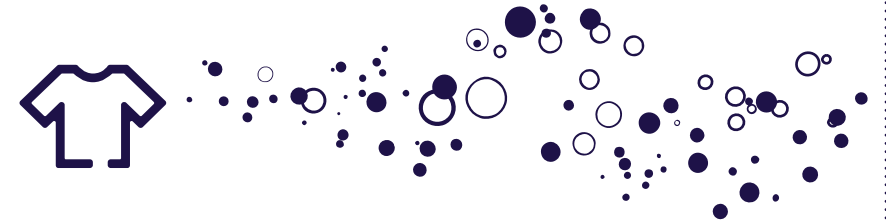
## POST

Letters and small packages will be delivered to your flat post box, or through your flat letterbox. Any larger items, or post that is recorded/special delivery, will be signed for by the team at Reception who will notify you that a collection is waiting for you via the iQ app. You can then collect it from Reception at any time (some sites may operate restricted reception opening hours).

In providing this service, we cannot take any responsibility for loss or damage to any packages. We also reserve the right to decline any delivery. If you're not happy for us to accept your post, please ask the Post Office to retain it on your behalf. Any parcels not collected within 30 days of site receiving them, will be returned to sender or donated to charity.

Food deliveries need to be made directly to the resident – we cannot accept deliveries of perishable goods iQ staff are happy to assist with food deliveries where residents are having to self-isolate.

**iQ reserves the right to refuse delivery of any parcels that may look or sound suspicious. We may accept delivery and will open the parcel to deal with the contents appropriately. Please do not order illegal contraband, e.g. cigarettes from abroad on which duty has not been paid.**



## LAUNDERETTES

There are launderettes at most iQ sites, so you don't have to take your washing home each time.

Most of our launderettes are operated by Circuit, and you'll need to pay for use of the washers and dryers via the Circuit laundry app. Laundry payment cards are also available at some sites.

Should a machine break down or give you cause for concern you can contact Circuit 24/7 or notify a member of the iQ team who will be happy to help. If the laundry in your building is operated by another provider, please check the instructions which are displayed.

Please don't use colour catchers in the washing machines as they jam the filters and cause the machines to break down. Don't leave damp laundry in your bedroom/flat as this can cause moisture build-up and mould which can make you ill. Use the large dryers instead and dry your clothes in no time.

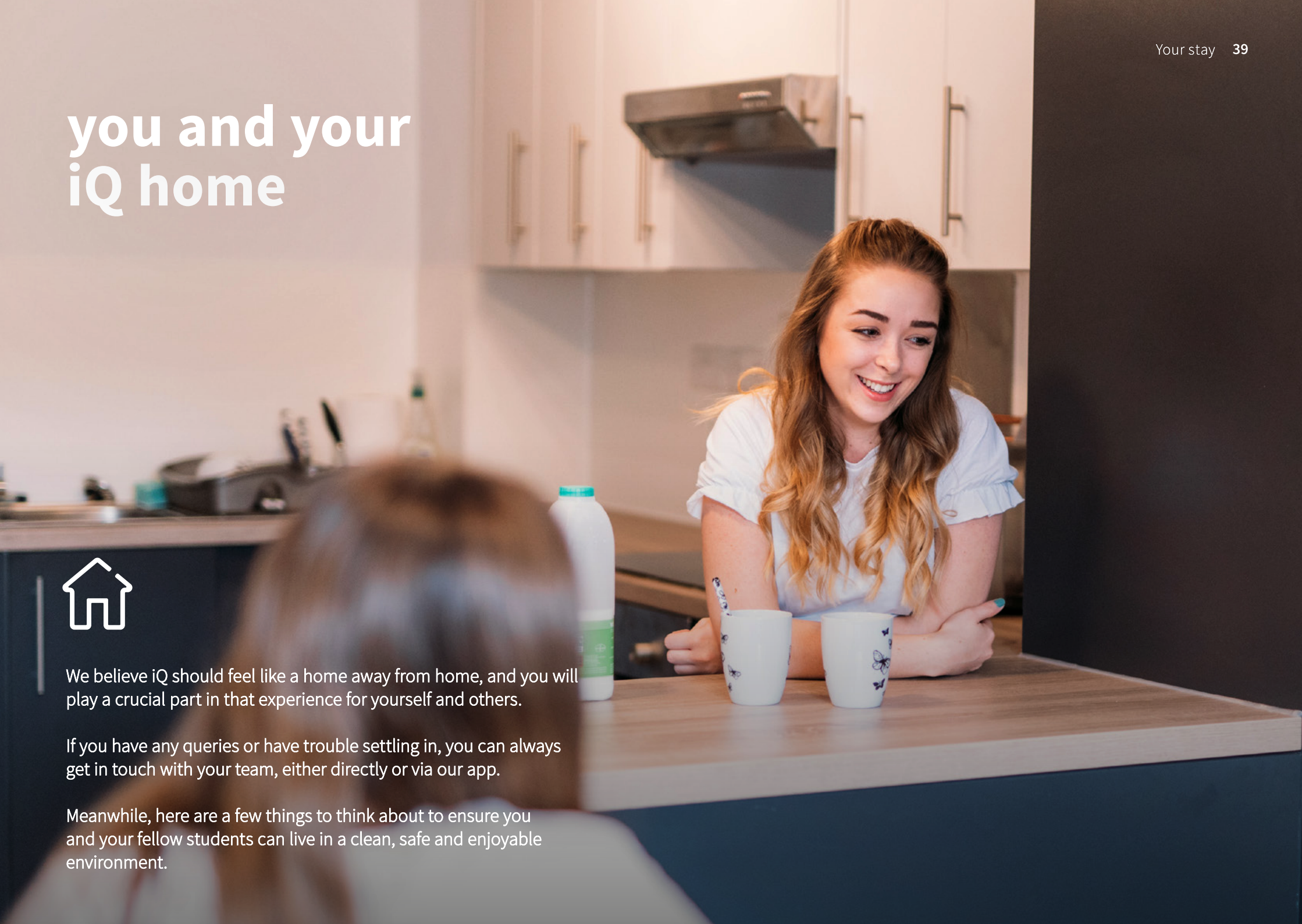
# you and your iQ home



We believe iQ should feel like a home away from home, and you will play a crucial part in that experience for yourself and others.

If you have any queries or have trouble settling in, you can always get in touch with your team, either directly or via our app.

Meanwhile, here are a few things to think about to ensure you and your fellow students can live in a clean, safe and enjoyable environment.



## UNDERSTANDING

We ask you to be respectful and considerate of other people within your living space. This diverse mix of age, background and culture is what makes university life so rewarding, and so tolerance and understanding will ensure that everyone gets the most out of the shared living experience.

## NOISE

Please be respectful when playing music and having fun with friends. You might not have an early start, but your neighbour could. We ask that you keep noise to a minimum between **11pm - 7am**. Please bear in mind that loud noise and disturbance outside of these hours is also a breach of your tenancy agreement.

## ACCESS & GUESTS

Please don't let anybody into the property you don't know, and don't hold the gate or door open to let anyone enter without their fob or access card – ask to see it if you're unsure. Please note, we will not open the gates for visitors unless you are present.

While we love you having friends over, we ask that they treat iQ with as much respect as you. Guest misbehaviour will be your responsibility. You're welcome to have overnight guests, but for no more than 3 nights within a 7-day period. Guests should only sleep in your room and, as a courtesy, please let your flatmates of anyone staying over.

## CLEAN AND TIDY

Keeping your room and communal areas clean and tidy ensures that you live in safe and hygienic conditions. We recommend creating a cleaning rota for the kitchen so that everyone knows what they need to do to contribute to keeping things clean.

It is your responsibility to be a good neighbour and empty your bins regularly. Do not let your bin overflow as this can cause unwanted smells and attract pests. Recycling and general waste information can be found on your app, and around site.

## DAMAGE

Accidents happen, but any intentional damage to iQ property will result in costs being passed on to residents. The cost to remedy any damage to communal areas will result in equal charges if no one accepts responsibility.

Any malicious damage that compromises the fire safety equipment within the building will not be tolerated. iQSA will in conjunction with your University, the Emergency Services, and the Building Regulator address incidents where malicious damage occurs, which may result in eviction from our property, your university course, and possible legal action.

## PROBLEMS WITH A RESIDENT

If you're unhappy about the behaviour of another resident, it's always a good idea to try and talk to them about the impact they are having on your experience, and let them know what would help. However, if you don't feel comfortable doing this, please speak to your local iQ team in confidence, or email your concerns.

# things we don't allow

## **Subletting**

Allowing others to live in your room, or charging them rent to do so, is illegal.

## **Weapons**

Including pellet guns, air-activated weapons, crossbows, catapults and non-domestic knives.

## **Drugs**

Your tenancy agreement permits us to confiscate prohibited drugs, legal highs, nitrous oxide canisters and other substances without your consent.

## **Smoking and vaping**

Smoking and vaping are not permitted inside our buildings, including on balconies.

## **Cooking and barbecues in rooms**

Cooking is only permitted in kitchen areas. Rice cookers, toasters and similar appliances are not permitted for use in rooms due to fire risk.

## **Pets**

Pets are not allowed anywhere on the premises.

## **Other items**

- Candles
- Fireworks (including indoor fireworks and sparklers)
- Chinese lanterns
- Incense and incense burners
- Kerosene and petrol
- LPG gas and LPG gas appliances
- Compressed gas and compressed gas appliances
- Electrical appliances not CE marked
- Shisha pipes
- Gas burners
- Oil burners
- Tea lamps
- Halogen heaters
- Exposed element heaters
- Fan heaters
- Real Christmas trees
- Mains voltage Christmas lights (LED lamps are permissible - provided they're CE marked)
- Portable cooking stoves
- Deep fat fryers
- Fridges in rooms
- Washing machines

Are all not permitted at our sites.

# security



Keep doors locked at all times and never give your keys to anyone else. If you don't lock your room and something goes missing you may not be able to claim on your contents insurance. If you do lose your keys, tell a member of the team as soon as possible so we can replace them.

## OUT-OF-HOURS SECURITY

If you need to report something, or if you need out-of-hours assistance, you can contact the onsite security team. Emergency contact numbers can be found in the iQ app or on posters around the site.

## GENERAL SAFETY TIPS

Don't prop doors open (including fire doors) or leave them unlocked – even if you're just nipping out or to the kitchen.

Always carry your keys and keep them safe. Never give your keys to anyone else.

Be aware of strangers on the premises. If you're not sure who someone is, ask them or alert the team.

Be mindful of your personal safety if you invite guests to stay the night. If you find yourself in a difficult or compromising situation you weren't expecting, alert site security as soon as possible.

If you see anything suspicious, report it to the team as soon as possible.

If your room is at ground level, or easily accessible from the ground, make sure your windows are shut before you go out. Windows will only tilt outwards and should not be opened fully.

If a main light fails then report this to Reception and we'll arrange temporary lighting if need be.

Consider carrying a personal attack alarm if you are out at night. Our staff will be able to advise.

If a main light fails then report this to Reception and we'll arrange temporary lighting if need be.

Consider carrying a personal attack alarm if you are out at night. Our staff will be able to advise.

Do not take recreational drugs or legal highs. If you become aware that drugs are being dealt around the site please speak to a member of staff.

If you are worried about the safety of any equipment in your room or shared areas, contact the iQ team at Reception.

# health & safety

## FIRST AID

If you have an accident at iQ, please report it to the team (after calling **999** if needed). The office keeps a first aid box, but it does not issue drugs of any description.

## SMART ELECTRONICS

Don't overload sockets or connect electrical adaptors or extension leads together.

Switch off and unplug appliances when not in use.

Follow instructions when using electrical items.

Check electrical appliances regularly for dangerous wiring, hot plugs or scorching on plugs or sockets.

Make sure electrical items are fitted with the correct fuse.

Don't try and force European or US plugs into UK electrical sockets.

If you need an adaptor, come and see us.

Don't allow kettle leads to trail over a hob or hot surface.

Don't use any cooking equipment in your bedroom.

Don't leave laptops or other electronics on your bed as blocking the fan can cause overheating.

We recommend having a qualified electrician test your appliances.

Only appliances with an EU 'CE' Safety mark should be used -- if in any doubt speak to the team at Reception.

## FIRE PREVENTION AND ALARMS

Now that you're sharing a living space with others, it's vital that you know how to prevent fire, and what to do if one happens. If the fire alarm sounds, you must evacuate the building and go to your designated assembly point. You must never stop to collect belongings. **The designated assembly point will be detailed on the back of your room door, in your kitchen or on the final door to your flat.**

Alarms are usually tested weekly and the times of the test are available on the useful information poster in your room. We recommend visiting the Assembly Point to familiarise yourself with its location.

### Tips to avoid false fire alarms

Keep fire doors closed at all times – they're there to stop the spread of fire should one occur. Fire doors are labelled with a blue circle with *Fire Door Keep Shut* written in white. Do not tamper with the fire doors or the seal around each door. Most fire alarms are caused by fire doors being left open when people are cooking. This is a massive inconvenience for everyone concerned (not least the fire brigade). Please note all iQ buildings are non-smoking.

### Fire safety heat and smoke detectors

Shared kitchens and communal corridors are equipped with heat and smoke detectors. Your room / studio is also fitted with a smoke detector. Most fires start in the kitchen so please don't leave cooking unattended even for a moment.

### Damage to fire safety equipment

If you notice any damage to the fire safety equipment in your accommodation please report this immediately to your site team via the iQ app and we will see to it right away.

### Fire exits and evacuation

- Make sure you know where the nearest fire exit is, and find your secondary exit point, so you can easily exit the building if your normal fire exit is blocked.
- Read the fire notices placed around the building.
- Know where the evacuation point is and how to get there.



## IF YOU DISCOVER A FIRE

Sound the alarm by activating the nearest, 'Call, Break Glass' point – or call Reception.

If you are unable to sound the alarm, leave the building and call 999.

If it is safe to do so, switch off the cooking equipment in use.

Close the door behind you – this will help contain the fire and prevent it spreading.

**You must evacuate the building immediately on hearing the alarm – don't stop to collect your things.**

Do not use the lifts.

## FIRE AND SAFETY EQUIPMENT

There are several safety features in our buildings designed to protect residents in the event of a fire. These include smoke detectors in bedrooms and common areas, heat detectors in kitchens, emergency lights, fire extinguishers, fire blankets and full fire alarm systems. These are all fully tested and serviced at appropriate intervals in accordance with British Standards by competent engineers under contract. These are our principal safeguards to keep you safe.

Fire safety equipment such as press- to- operate call points, smoke detectors, sounders, fire extinguishers, fire doors, smoke vents and fire safety signage are situated around the property. These items are in place to protect and guide you safely from the building in the event of a fire. Tampering with this equipment is dangerous, illegal and may result in prosecution. If you are found to have done this, you will be charged for the costs of repair or inspection.

# cooking



## Please help prevent fires in your building by following these tips for safe cooking:

- Don't leave cookers unattended when in use, as this will cause a fire and can result in significant damage. It also puts you and other residents at risk.
- Keep your cooker, hob and grill clean. This is often the cause of fires.
- Keep the grill clean (dirty pans will catch fire very easily).
- Your kitchen door is a fire door, please ensure it is closed at all times (especially when cooking).
- Switch on the extractor fan when cooking.
- No chip pans and or deep-fat fryers are permitted, and will be confiscated.
- Oil can quickly overheat and ignite. If you must fry food then use a low-fat fryer with integrated lid.
- Do not use any cooking equipment in your bedrooms, including rice cookers. Only use these in kitchens.

As part of our programme of enhancements, your kitchen may have been fitted with an induction hob. This means you'll need to bring steel-bottomed pans to prepare your meals, as aluminium or copper saucepans don't work on induction hobs.

For more information about induction hobs, visit our website. Please note that induction hobs can interfere with pacemakers. If you have any concerns about this, please contact Reception.



# housekeeping

## Tips to keep your accommodation clean

- Keep kitchen surfaces and floors clean.
- Empty bins every day to avoid a build- up of rubbish.
- Don't use abrasive cleaning products that can damage surfaces.
- Don't use hair or clothes dye in your en suite bathroom or kitchen.
- Don't put any pictures or posters on walls – please use the noticeboard provided.
- Consider using a cleaning rota, we have one available at Reception if you wish to use one.

Remember that if you don't keep your flat clean you may attract vermin, especially in kitchen areas. To avoid vermin issues we may arrange to clean any kitchen found in a poor state of cleanliness and will pass on the cost of any clean to residents.

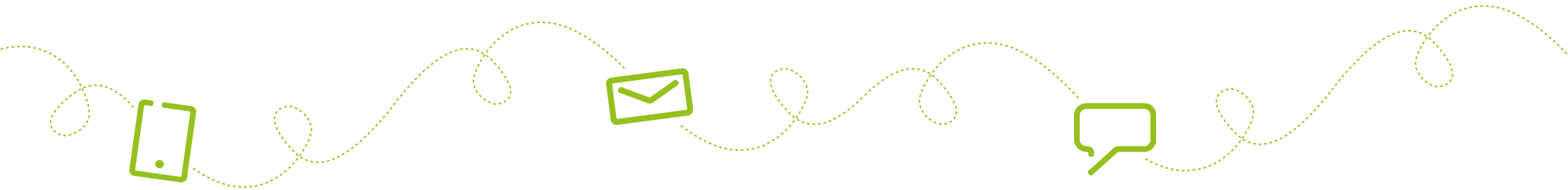
## MAINTENANCE

We have a full maintenance team on site, who will always try to sort out any issues as soon as they are reported and on the first visit. If you have any maintenance issues in your room or flat, please report them via the iQ app or your resident portal. If it's an emergency repair it's best to contact staff directly so we can get on to it right away.

In some instances, we do have to prioritise repairs depending on their urgency and will always deal with emergencies as soon as possible. We aim to get all maintenance issues solved as soon as possible, but less urgent jobs may take longer.

**Emergency jobs will be responded to within four hours of reporting. Urgent maintenance jobs may take up to five days, and all non-urgent repairs have a deadline of 28 days. We aim to fix on-urgent jobs much sooner than this but may take a while at very busy times of the year.**

# ways to keep in touch



## Emergencies

If a serious incident or emergency has occurred then ensure your first call is to the emergency services on 999. Most of our sites are manned 24 hours by an iQ team member, or one of our security partners. Should anything urgent happen and we're away from the Reception desk, please call the out-of-hours telephone number, which can be found on posters around site, or the iQ app.

## The iQ app

The app is the quickest way to send us a message and we'll get right back to you. Download it [here](#).

## Local iQ team

We're here if you need us so pop down to Reception and have a chat. We're always happy to see our residents and catch up on your life at iQ. Alternatively, you can call us. Find all iQ numbers [here](#).

## Social

The team at iQ will post regular updates on Facebook and Twitter to keep you in the loop with what's going on.

Make sure you're following us [@iQStudents](#) or join your residents' Facebook group or WeChat to keep in touch.

## Listening to resident feedback

We always welcome your feedback – whether it be a compliment or a suggestion for improvement – so please get in touch with your comments. Throughout the year we will run surveys to gather resident feedback through independent partners with whom we will securely share email addresses. Your time and input thoughts is appreciated. We also run resident forums and you may be asked to participate. If you want to get involved, please get in touch with your local iQ team.

# complaints handling and code of standards

## iQ complaints policy

We always strive to do the best for our residents and deliver a fantastic great service, but we're only human and sometimes we get it wrong. iQ holds a positive approach to complaints, regarding them as an opportunity to receive feedback and make improvements to our accommodation and service.

You can make a complaint via phone, in writing, or at the Reception desk. In the first instance, a member of the team will investigate and try to resolve your complaint. Should you wish to escalate your complaint, the Operations Manager will investigate and provide a written response.

If after the final stage of the complaints process, you're still not satisfied with the handling of your complaint then you may progress the matter to one of the organisations outlined below.



## ANUK

iQ Student Accommodation is a member of the National Code of Standards for Larger Student Accommodation. The Code provides guidance and minimum standards that code members are expected to attain and these standards are checked regularly by site inspection. The code also provides a complaints service for when things go wrong and have not been addressed properly by us.

Full details of the code can be found at [nationalcode.org](https://nationalcode.org)

## Universities UK Standard / Guild HE Student Accommodation code

Where university partnerships are in place, we also adhere to UUK and Guild HE Student Accommodation standards.

[www.thesac.org.uk](https://www.thesac.org.uk)

# rent due dates

It's important you pay your rent in advance of the due date to avoid your account going into arrears. The payment dates and amounts can be found on your tenancy agreement and you can access this information via the 'My Account' section on your resident portal.

Where payment dates don't match your loan instalment dates, we'll always try to reach a solution. Please get in touch with **creditcontrol@iqstudent.com** ahead of your payment due dates so we can help you.

## HOW TO PAY

Payment can be made by either credit or debit card or by international bank transfer, via our partner Western Union. Simply log in to your iQ portal or the iQ app and select your chosen payment type.

**For card payments** we'll need the long card number, expiry date and security code. We accept Visa, Visa Debit, Mastercard and Maestro.

**For international bank transfer** you'll be sent a link to the Western Union payment site when we're ready to collect your payment – the transfer is normally takes 3-4 business days so make sure you leave enough time before the due date.



## RENT ARREARS

We operate a strict arrears procedure, so do let us know as soon as possible if you're experiencing financial difficulties. Outstanding debts will be passed onto an external debt collection agency.

Where rent becomes overdue your guarantor will be included on reminders. It may be best to contact them first and ask for help and advice. It can also be helpful to contact your university finance team as they may be able to assist.

For help and debt advice, the following organisations are available for you to contact:

### STUDENT LOANS HELPLINE

**W:** [slc.co.uk](http://slc.co.uk)

### THE MONEY ADVICE SERVICE

**W:** [moneyadviceservice.org.uk](http://moneyadviceservice.org.uk)

**T:** 0800 138 7777

### DEBTLINE

**W:** [nationaldebtline.org](http://nationaldebtline.org)

**T:** 0800 808 4000

# rebooking with iQ

Each year, our existing residents can benefit from priority rebooking. As a thank you for your continued loyalty, we provide the best offers to our in-room residents wishing to book again for the following year. To make sure you benefit, we recommend you book early so watch out for the notification around November.

## MOVING OUT

We hate goodbyes, but there are some key things you will need to do before you pack up and leave your iQ home.

On your last day, you must:

- Vacate your room by 10am.
- Return all keys, cards and fobs to Reception.
- Make sure your room is clear of all your possessions.
- Make sure your room is clean before you leave or there may be a cost for cleaning.
- Remove any bikes (bikes left on site following the end of tenancy will be donated to charity).

Arrange redirection of your mail. We won't forward on post after you have left, any post will be returned to sender.

## RESIDENT BELONGINGS

Once your tenancy has ended, iQ is not obliged to retain items left behind by residents.

It is very important you take all your belongings with you when you move out. We are unable to forward on items, and will donate to charity or dispose of any belongings at the end of the tenancy.

Any items that are classed as personal value will be retained by iQ for a maximum of 30 days whilst staff contact residents. Personal value items are considered to be:

- ipad/tablet
- mobile phone
- passport/IDs
- bank cards

Any items not collected within 30 days will be disposed of.

iQ does not accept any liability for items disposed of after a resident has vacated the property.

### **Moving before the end of your tenancy**

If you're moving to a vacant room, swapping rooms or withdrawing from your course, please notify staff so they can update our tenancy records.

# your data protection and non-discrimination statement

## YOUR DATA PROTECTION

When you signed your tenancy agreement, you gave us consent to the use of your personal data in accordance with the terms of the agreement, in order for us to manage your tenancy.

## LEGAL DISCLAIMER

Please note that the contents of this guide do not constitute a complete legal document.

This information, while accurate, does not cover every aspect of your contractual obligations as a resident of iQ.

It's designed to offer helpful advice and information on the most important aspects of living here with us. As a resident of iQ, you will be legally bound by the terms set out in your signed tenancy agreement.

## CCTV

All iQ sites are fitted with CCTV equipment monitored locally for the purposes of security and prevention of crime. Images are stored for a maximum of 30 days, after which they are destroyed by being recorded over. Staff also use lone working devices for personal safety, and these are linked to monitoring services that can be triggered to make audio recordings for use in crime prevention. iQ takes the security and privacy of your personal data very seriously and complies with the Data Protection Act 2018 and General Data Protection Regulation.

Full details in relation to our Privacy Policy will have been provided to you at the time of booking but if you would like to review these, please go to the privacy centre section of our website: [iqsa.com/privacy-centre](https://iqsa.com/privacy-centre)

You'll find all you need to know there including details of your rights as a data subject.

If you need to speak to anyone concerning the security of your data you may email [\*\*dpo@iqstudent.com\*\*](mailto:dpo@iqstudent.com)

## THE LAW: YOUR DATA PROTECTION NON-DISCRIMINATION STATEMENT

We strive to treat each resident with dignity, integrity and without judgement. iQ Student Accommodation is committed to ensuring compliance with the Equality Act 2010. iQ Student Accommodation subscribes to a universal policy for the achievement of equal opportunities and no person will be discriminated against because of race, colour, age, religion or belief, ethnic or national origin, sex, marital status, disability, sexual orientation, gender identity or any other local laws protecting specific clauses.

## AND FINALLY...

We really hope you enjoy your time with iQ and we look forward to seeing you soon. Please keep in touch regularly so we can make sure you're getting the most out of your stay.



